

SFTMVD8

Help address problems affecting volunteers



Overview

This unit is about helping to address problems affecting volunteers. It involves helping volunteers to address problems affecting them, which may be work, social or personal problems, and helping to address problems with volunteers' performance and conduct.

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Performance criteria

Help volunteers address problems affecting them

You must be able to:

- P1 help volunteers understand
 - P1.1 your organisation's policies for helping to address problems affecting them
 - P1.2 how they can communicate problems to you or to other appropriate members of your organisation
- P2 invite volunteers to discuss problems with you whenever there are indications that problems are affecting them
- P3 identify problems that are beyond your competence, and refer volunteers to other appropriate members of your organisation or specialist services
- P4 provide volunteers with appropriate support to help them decide how to address problems affecting them
- P5 monitor the situation and provide appropriate further support as necessary
- P6 treat all information about the problems affecting volunteers confidentially

Help address problems with volunteers' performance and conduct

You must be able to:

- P7 help volunteers understand
 - P7.1 the standards of performance and conduct expected of them
 - P7.2 your organisation's policies and procedures for addressing problems with volunteers' performance and conduct
- P8 promptly identify and investigate complaints about volunteers' performance or conduct
- P9 obtain and verify information about the problem from all those involved
- P10 discuss the problem directly with the volunteer involved in an appropriate way and agree with them the nature and consequences of the problem
- P11 identify problems that are outside your area of responsibility, and refer volunteers to other appropriate members of your organisation or an external authority
- P12 agree with the volunteer an appropriate and timely course of action and communicate this to relevant people
- P13 monitor and review the situation with the volunteer involved and other relevant people
- P14 take appropriate action in line with your organisation's policies and procedures when a positive outcome cannot be achieved
- P15 record information accurately and treat all information confidentially, in line with your organisation's policies and procedures

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Knowledge and understanding

You need to know and understand:

Activity and project management

- K1 corrective or remedial action to take in case of contingencies or non-compliance
- K2 monitoring principles, methods, tools and techniques
- K3 objective setting principles, methods, tools and techniques

Analysis, accounting and decision-making

You need to know and understand:

- K4 decision-making principles, methods, tools and techniques
- K5 problem-solving principles, methods, tools and techniques
- K6 validation and verification principles, methods, tools and techniques

Information and communication

You need to know and understand:

- K7 communication principles, methods, tools and techniques
- K8 confidentiality principles, methods, tools and techniques
- K9 information gathering principles, methods, tools and techniques
- K10 questioning principles, methods, tools and techniques
- K11 record-keeping principles, methods, tools and techniques
- K12 research and investigative principles, methods, tools and techniques

People management

You need to know and understand:

- K13 conflict management principles, methods, tools and techniques
- K14 feedback principles, methods, tools and techniques
- K15 human resource management principles, methods, tools and techniques
- K16 influencing principles, methods, tools and techniques
- K17 legal and organisational requirements relevant to human resource management
- K18 motivation principles, methods, tools and techniques
- K19 support principles, methods, tools and techniques
- K20 volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

- K21 codes of practice and standards of performance expected of volunteers
- K22 relevant organisational policies and procedures
- K23 sources of advice, guidance and support
- K24 your own knowledge, skills and competence and the limits of these
- K25 your role and responsibilities

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Additional Information

Behaviours

1. Adaptability and innovation

- 1.1 seize the opportunities presented by diversity
- 1.2 work to turn unexpected events into opportunities rather than threats
- 1.3 respond quickly to crises and problems with a proposed course of action
- 1.4 generate and recognise imaginative and innovative solutions

2. Communication

- 2.1 identify people's information needs
- 2.2 listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
- 2.3 present information clearly, concisely, accurately and in ways that promote understanding
- 2.4 confirm people's understanding through questioning and interpretation of non-verbal signals
- 2.5 encourage people to ask questions or rephrase statements to confirm and clarify their understanding

3. Concern for others

- 3.1 show empathy with others' needs, feelings and motivations and take an active interest in their concerns
- 3.2 make time available to support others
- 3.3 show respect for the views and actions of others
- 3.4 give feedback to others to help them improve their performance
- 3.5 show kindness, compassion and generosity in own actions
- 3.6 recognise the achievements and the success of others

4. Ethical stance

- 4.1 comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 4.2 act within the limits of your authority
- 4.3 act to uphold individuals' rights
- 4.4 show integrity and fairness in decision-making
- 4.5 say no to unreasonable requests
- 4.6 state own position and views clearly in conflict situations
- 4.7 identify and raise ethical concerns

5. Focus on results

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- 5.1 set demanding but achievable objectives for self and others
- 5.2 take personal responsibility for making things happen
- 5.3 clearly state what is required of others and hold them to account
- 5.4 check individuals' commitment to their roles in a specific course of action
- 5.5 monitor quality of work and progress against plans
- 5.6 focus personal attention on specific details that are critical to achieving successful results

6. Information and knowledge management

- 6.1 use cost-effective and time-effective means to gather, store and retrieve information
- 6.2 make best use of existing sources of information
- 6.3 keep confidential information secure
- 6.4 check the validity and reliability of information
- 6.5 push for concrete information in an ambiguous situation

7. Persuasiveness

- 7.1 seek to understand people's needs and motivations
- 7.2 present self positively to others
- 7.3 state own opinions, views and requirements clearly
- 7.4 identify clearly the value and benefits to people of a proposed course of action
- 7.5 present information and arguments convincingly and in ways which strike a chord with people
- 7.6 use factual evidence to support arguments
- 7.7 work towards win-win solutions
- 7.8 create a sense of common purpose

8. Relationship management

- 8.1 work to develop an atmosphere of professionalism and mutual support
- 8.2 clarify own and others' expectations of relationships
- 8.3 model behaviour that shows respect, helpfulness and cooperation
- 8.4 keep promises and honour commitments
- 8.5 take timely action to resolve disagreements
- 8.6 recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people's energy towards a common goal

9. Self-management

- 9.1 show an awareness of your own values, motivations and emotions

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- 9.2 handle others' emotions without becoming personally involved in them
- 9.3 remain calm in difficult or uncertain situations
- 9.4 accept feedback from others without becoming defensive
- 9.5 recognise own strengths and limitations
- 9.6 work within own limitations and devise strategies to minimise their impact

10. Thinking and decision-making

- 10.1 identify the range of elements in a situation and how they relate to each other
- 10.2 identify the implications or consequences of a situation
- 10.3 use own and others' experience to understand a situation
- 10.4 identify patterns or meaning from events and data that are not obviously related
- 10.5 build a total and valid picture from restricted or incomplete data
- 10.6 articulate the assumptions made, and risks involved, in understanding a situation
- 10.7 produce and test a variety of solutions before taking a decision
- 10.8 balance intuition with logic in decision making
- 10.9 take timely decisions that are realistic for the situation
- 10.10 take decisions in uncertain situations or based on incomplete information when necessary

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| Developed by | Skills Third sector |
| Version number | 1 |
| Date approved | July 2008 |
| Indicative review date | June 2012 |
| Validity | Current |
| Status | Original |
| Originating organisation | UK Workforce Hub |
| Original URN | MVD8 |
| Relevant occupations | Public Services; Sociology and social policy; Health and Social Services Officers; Social Welfare Associate Professionals; |
| Suite | Management of Volunteers 2008 |
| Key words | Performance, conduct, personal problems, social problems |